



# 2022

## ANNUAL REPORT

*January 1 to December 31, 2022*



## DEAR FRIENDS,

2022 was another amazing year at Hart Felt! This year we will celebrate our 20th anniversary. As I think back, one thing is for certain - we wouldn't have been able to serve seniors for nearly two decades without our incredible volunteers. This Annual Report is dedicated to them and as you read it, I hope you'll see their impact in our clients' lives!

On the cover is a photo of volunteer Beth Perkins and Ms. Marilyn. This was taken on Ms. Marilyn's 90th birthday! Though we sadly lost Ms. Marilyn in 2022, she and Beth were together for more than 14 years! Their story is one that illustrates the depth of relationships at Hart Felt. Beth said, "Marilyn loved that Hart Felt's mission was to keep seniors in their own homes. She LOVED her home. Her greatest fear was that she would be put in a nursing home. Hart Felt helped to keep her in the home she loved."

There are so many ways our volunteers serve at Hart Felt. We have companions, handymen, drivers, shoppers, telephone buddies, ramp builders, grab bar installers and the list goes on and on. One of the most important teams we have is our Prayer Team. The comfort and peace that a senior feels when we tell them that we have volunteers praying for them is immeasurable.

Last year, our clients were the beneficiaries of 14,264 service hours. Each of these hours represents a story and as we like to say, "There's a story every day at Hart Felt." I hope you enjoy reading this Annual Report that showcases just a fraction of the amazing stories and successes we achieved in 2022.

Blessings,



**Kelly Moorman Coggins**  
*President and Executive Director*



## MISSION

The mission of Hart Felt Ministries is to honor God by enriching the lives of seniors and enabling them to age in place with dignity and grace.

## VISION

A community in which all seniors have access to the resources they need to age in place.

## 2022 BOARD OF DIRECTORS

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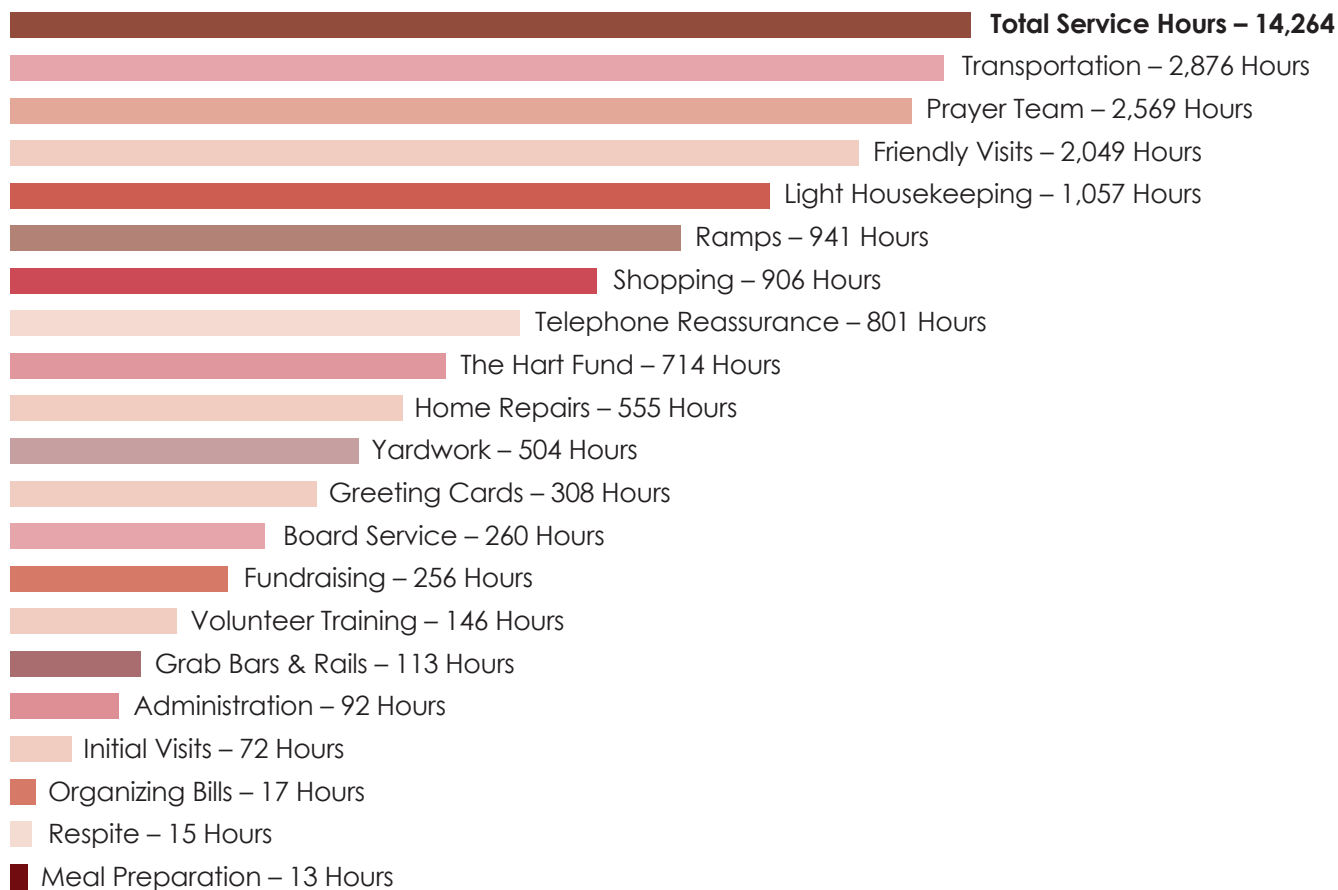
## STAFF

**Melissa Kuhn Roth**  
*Client Manager*

**Kristi Taylor**  
*Volunteer Manager*

**Brigitte Wagner**  
*Intake Coordinator*

# 2022 SERVICE SNAPSHOT



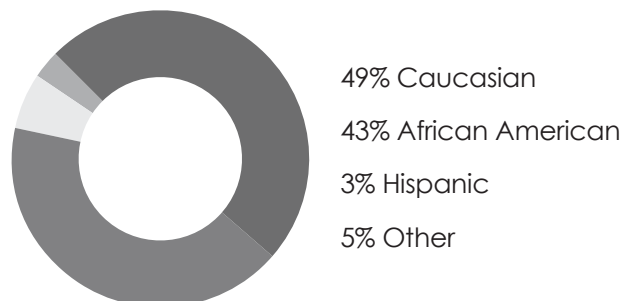
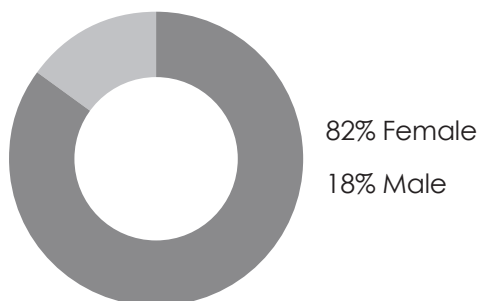
## OUR CLIENTS

- Served **818** Clients
- Average Age of Hart Felt Client is **80**
- Oldest Client is **105!**
- Hart Felt Clients are **70** or Older and Have a Chronic Illness or Disability

## OUR VOLUNTEERS

- Ended the Year With **218** Active Volunteers
- Trained **77** New Volunteers
- Average Age of Hart Felt Volunteer is **58**
- Oldest Volunteer is **94!**

## WHO WE SERVE



# COMPANIONSHIP

## LAUNCHED 2003

Companionship is at the root of all we do. When Jane Hart founded our ministry, she was heeding God's call to train 200 hands in Jacksonville. Companionship services include friendly visits, telephone reassurance, advocacy, yard work, transportation, respite care, light housekeeping, and grocery shopping. Our Card Ministry and Prayer Team also fall under our Companionship Program.

“*The health effects of prolonged isolation are equivalent to smoking 15 cigarettes a day.*”  
- 2015 study published in "Perspectives on Psychological Science"

Ms. Thelma has a phone buddy, Tina Hill. Hart Felt Ministries volunteers called seniors living alone during the COVID-19 pandemic to check on them. This is when these two women connected. Tina has continued to call Ms. Thelma weekly to check up on her.

"She's been a constant ever since," Ms. Thelma said of Tina. "She is my spiritual and emotional crutch. I can talk to her about anything, and she's been there. She's the most wonderful human being. She's just great."



*“In everything I did, I showed you that by this kind of hard work we must help the weak, remembering the words the Lord Jesus himself said: ‘It is more blessed to give than to receive.’”*  
*ACTS 20:35*



Here's one of our many "God makes the matches story!" When we introduced volunteer Frank Healey to his new client, Mr. Franklin, the client's daughter recognized Frank - a retired physician - as the doctor who operated on her mother. She was immediately touched and started crying, saying, "He added 10 years to my mom's life!" Frank is going to clean out Mr. Franklin's gutters, pressure wash his back porch, and be a companion to him. They also plan on watching football games together. What a story!



A group from Jacksonville University did a yard clean up for Ms. Peggy as part of the school's Charter Day. After the clean up one of the volunteers, Fettie Blackwell, reported that it was a "WONDERFUL EXPERIENCE and an extreme pleasure to serve Ms. Peggy. We accomplished much and are grateful for the opportunity to serve."

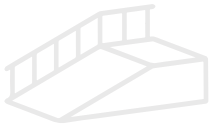
Ms. Carol and Mr. Bill met their new volunteers, Laura and Gordon Coppage. Mr. Bill was in the Navy and enjoyed talking to Gordon who is an aircraft mechanic at NAS Jax. At the initial visit, the Coppage's discussed bringing their laptop over so that Ms. Carol and Mr. Bill can video chat with their family who lives in Oklahoma.



# FALL PREVENTION

LAUNCHED 2005

The Fall Prevention Program includes building wheelchair ramps and installing railings and grab bars.



**22**  
RAMPS  
BUILT



**3**  
RAILINGS  
INSTALLED



**28**  
GRAB BARS  
INSTALLED

The Mandarin Rotarians built a ramp for Mr. Fred. After the team left, Mr. Fred's daughter texted Louis Dunbar to say how much her Dad loves the ramp. When our driver, Chuck, picked up Mr. Fred, he reported, "The new ramp facilitated a very easy and safe movement from Mr. Fred's house to the van!"

Mr. Glen takes his first trip down his new ramp, which Dean DeWall, one of our very first volunteers, and Jon Shaughnessy, a Hart Felt board member, built.

*"Falls are a threat to the health of older adults and can reduce their ability to remain independent."*  
Center for  
Disease Control



# THE HART FUND

## LAUNCHED 2016

The Hart Fund is a bridge that provides emergency financial assistance, minor home repairs or critical expenses to clients. It does not offer monthly financial support to individuals. Clients must submit income verification to receive help through The Hart Fund.

**528**  
CLIENTS  
HELPED

**\$168,724**  
TOTAL HART FUND  
EXPENDITURES

## THERE'S A STORY EVERY DAY: HART FUND STORIES

Ms. Mary had a stroke and needed an ADA compliant toilet installed. Snyder Plumbing installed the new toilet for her and volunteers Jack Morgan and Marty Williams installed grab bars.

Like so many of our clients, Ms. Mildred is struggling with the increased cost of food and utilities. We helped with her mortgage and she was very appreciative.

Ms. Marva's son had a critical injury forcing her to travel to take care of him. The additional expenses left her unable to pay rent. We paid it and she said, "Thank you so much. This really helps me out!"

Ms. Patricia's son moved out of their apartment but left his 8-year-old son behind, also leaving her with additional expenses. We helped Ms. Patricia with her utility bill.

Ms. Gussie is 94 years old. She had a plumbing/pipe issue that resulted in her toilet backing up into the bathtub. She was having to go to her neighbor's home to use the restroom. Our plumbing contractor was able to find a solution to get her bathroom in proper working order again.

Ms. Jackie is raising her disabled granddaughter and was only recently approved for disability payments (for her granddaughter). She needed help with her rent. After we told her we paid it she said, "Oh My lord! Thank you, Jesus. Thank you so so so so much. I'm about to cry. Praise the Lord. Oh my gosh. You have no idea. I was not expecting this. Thank you, God bless you!"

Ms. Lucille is a stage 4 colon cancer survivor. Her husband called us when their water heater went out. Snyder Plumbing was able to replace the water heater and Ms. Lucille said, "You people have always been so good to us and we sure do love you!"

Mr. Bernard is blind and made some errors on his bills which led to getting behind on his rent. We were able to bring him current and he now has a caregiver helping him pay his bills. They both were grateful for the help and said, "Thank you very much for everything you do for the senior citizens!"

# TRANSPORTATION

## LAUNCHED 2019

Access to medical care and groceries continues to be a huge need for the senior population in our area. The Transportation Program meets this need while also delivering a dose of companionship along the way. Our clients love our drivers - Tori Heinzl, Laura Gabel, and Chuck Shelton - and look forward to trips with them.

**906**  
RIDES

**27,216**  
MILES DRIVEN

**2,318**  
HOURS  
DRIVE TIME

**76**  
CLIENTS  
PER MONTH  
ON AVERAGE



**GROWTH**

2019

**82 CLIENTS**

2020

**92 CLIENTS**

2021

**122 CLIENTS**

2022

**221 CLIENTS**





The Transportation Program launched in 2019 with one van and one driver. Fast forward to 2022 and we now have three vans and three drivers! While the growth of the program in and of itself is exciting because we can meet the transportation needs of more seniors, we are most excited about our geographic expansion. The addition of Van 3 led to our serving clients in the downtown core where needs are greatest and the resources are scarce. We are thrilled to report that we are now transporting 16 clients who live in Health Zone 1. Ms. Emma is one of the clients we can now serve!

Did you know that our drivers don't just drop and go? They sit and wait or accompany the client, helping assist with check-ins at appointments.

**What does Ms. Gracie have to say about the Transportation Program?**

"Someone's sitting there waiting for you, and you know they're waiting. You can depend on that person. When you come out the door, you know right where they're sitting," Ms. Gracie said. "It makes me feel wonderful. It makes me feel like a human being, not just a number or a patient."

“ From the time you meet them, you feel welcome. You feel like they want to help you. ”



# 15+ YEARS OF SERVICE

Our volunteers truly are the heart of our ministry!

Since day one, volunteers who believe in our mission have come alongside us to provide support to seniors aimed at helping them stay in their homes. While every volunteer is vital, we would like to shine the light on ten volunteers with 15 or more years of continual service.

Thank you to:

**Ann Cook**

**Doug Davis**

**Dean DeWall**

**June Koch**

**Rose Miller**

**Beth Perkins**

**Barbara Talton**

**Jim Talton**

**Barbara Walker**

**Stephanie Wells**



# VOLUNTEERS

Madje Akoussan  
Zach Andry  
Patricia Armstrong  
Darrin Bauford  
Kathy Bear  
Julie Bitner  
Fettie Blackwell  
Brionna Blair  
Melody Blanchard  
Elizabeth Borbely  
Betty Brenner  
Ralph Brown  
Audrey Bureau  
Eleanor Burns  
Cyndi Butler  
Jenny Cabrera  
Gordon Cabush  
Kim Carpenter  
Devin Clark  
Chris Claxton  
Jeff Claxton  
Bill Coggins  
Rebekah Coker  
Peggy Collins  
Vera Combs  
Ann Cook  
Laura Coppage  
Gordon Coppage  
Jordan Corley  
Kimberly Cornett  
Zachary Cotton  
Samantha Coury  
Karen Craig  
Jennifer Croft  
Jane Crout  
Andrew Davis  
William Davis  
Phil Davis  
David Davis  
Alicia Davis  
Sara Davis  
Tammy Davis  
Doug Davis  
Michele DeBacco  
Leslie D'Elia  
Annie Denis  
Dean DeWall  
Nate Dickinson  
Jeremy Drake  
Jim Dries  
Matthew Dudgeon  
Allison Dudgeon  
Louis Dunbar  
Mark Durham

Dalya Eason  
Bill Ellarson  
Sharon Fairman  
Marinus Felix  
Natalie Firebaugh  
Rebecca Fish  
Emily Forbes  
Lori Force  
Lee Force  
Michael Forney  
Nancy Freeman  
Laura Gabel  
Karen Gardner  
Gail Gargiulo  
Natalie Gassman  
Jill Geehr  
Lisa Giles  
Christine Gonzalez  
Eric Goodwin  
Debbie Goodwin  
Leslie Graves  
Matthew Griffin  
Jackie Grzebin  
Mary Hackbarth  
Gary Hale  
Peggy Hamrick  
Stewart Hamrick  
Chrissy Hanlon  
Paul Hardaker  
Major Harding  
Susan Harms  
Christine Harper  
Milton Harris  
B.J. Harris  
Karole Hart  
Jane Hart  
Robin Hatcher  
Denise Havinga  
Mark Hawley  
Nazare Hayes  
Nathan Hayes  
Frank Healey  
John Heinzl  
Sherry Henry  
Harley Herndon  
Tina Hill  
Maddy Hill  
Sunnie Holt  
Bobby Horne  
Kathy Hunt  
Diane Ireland  
Brian James  
Brad James  
George Johnson

Bob Kastner  
Kathleen Kavanagh  
Adel Kayati  
Lauren Keith  
Tracy Kelly  
Lee Kester  
Carley Kilbury  
Carol Kimsey  
Susie Kitchen  
Jim Kleck  
Patty Kleck  
June Koch  
Mike Kozlowski  
Janie Kratzert  
Kim Kristoff  
Ray Lamb  
Amy Landry  
John Landry  
Steve Lazar  
Brian Leonard  
Ed Long  
Jessica Maldonado  
Kathy Mann  
Bob Mann  
Ken McCauley  
Mary McConville  
Mickey McConville  
Scott Meier  
Jeff Menzel  
Suzanne Miller  
Rose Miller  
Nancy Misiak  
John Moffitt  
Nick Mohilowski  
JP Morgan  
Barbara Morgan  
Jack Morgan  
Kerri Murphy  
Michael Murray  
Rosemary Murray  
Alex Nield  
Candice Noll  
Samuel O'Donnell  
Deb Olson  
Terry Pack  
Tony Papa  
Beth Perkins  
Joe Permuy  
Nancy Permuy  
Wayne Perpall  
Debbie Persick  
Erin Peterson  
Kristen Phillips  
Terrie Pinder

Gary Pope  
Holly Pudwill  
Pedro Quinones  
Nancy Rafferty  
Gina Ramos  
Beverly Rapaport  
Ricky Reed  
Amy Register  
Melissa Ritter  
Audi Rivera  
Micah Roberts  
Teresa Rummel  
Amy Ryals  
Melissa Sampson  
Pattie Schepens  
Donald Schneider  
Gary Shane  
Kim Shane  
Jon Shaughnessy  
Chuck Shelton  
Peggy Shelton  
Arlene Smith  
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Stephanie Wells  
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Faye Woods  
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Andrew Young  
Kristal Young  
Kim Zumwalt

# FINANCIALS

## GRANTS

The Jim Moran Foundation	\$60,000
The Community Foundation	\$10,000
Baptist Health	\$5,000
Christ Episcopal Church	\$5,000
Dufford Family Foundation	\$5,000
Mayo Clinic	\$5,000
The Thomas M. & Irene B. Kirbo Charitable Foundation	\$5,000
PGA Tour Charities	\$3,000



christ episcopal church

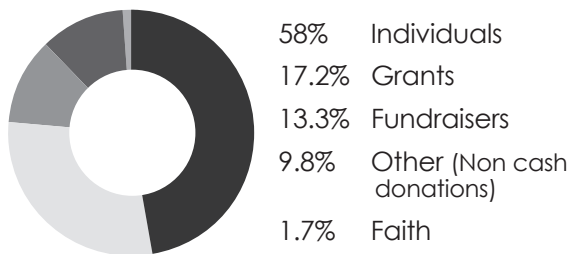


The Thomas M. & Irene B. Kirbo Charitable Foundation

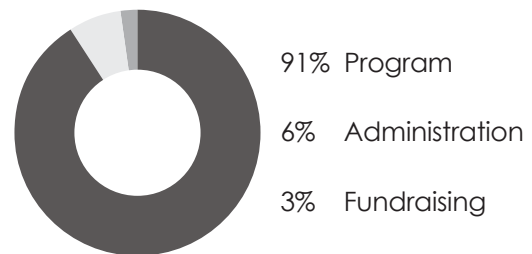


## FINANCIAL SUMMARY

Total Income ————— **\$863,211**



Total Expenses ————— **\$690,325**



# FUNDRAISING

## Soirée at Sawgrass

In October, Hart Felt supporters gathered at TPC Sawgrass for an evening of fundraising and fellowship. We are thankful to every attendee, auction donor, committee member and sponsor.

A special thank you goes to the host sponsors of the event ... Andrew Young of EXIT Real Estate Gallery and the Joy Martin Memorial Fund.

### HOST SPONSORS



*Joy Martin*  
MEMORIAL FUND



*“Carry each other’s burdens  
and in this way you will fulfill  
the law of Christ.”*  
GALATIANS 6:2

# DONORS

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**HART FELT**  
ministries

7235 Bentley Road, Suite 108  
Jacksonville, FL 32256

P 904-861-2799    info@hartfelt.org  
F 904-861-0441    www.hartfelt.org

